





FTA Strategic Highlights



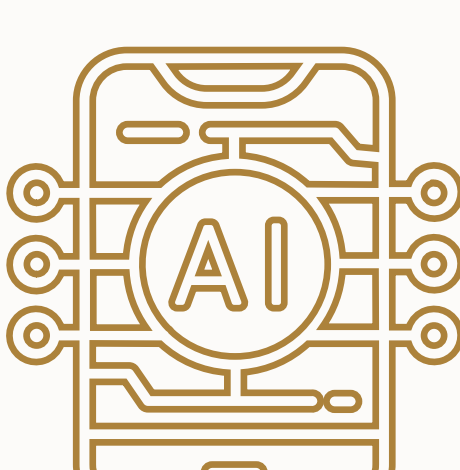

Transformational Projects Cycle 1 2022-2023

Transformational Project	About the project	Completion rate
<div> Muwafaq Package - Launch of the SMEs Privilege Package</div>	A project that offers a set of privileges such as expedited issuance of Tax Registration Number (TRN) and Tax Residency Certificate (TRC), and access to affordable tax accounting software, subject to specific conditions. These privileges will be granted to small and medium enterprises (SMEs) following their participation in specialised training programmes on tax procedure policies and their qualification in matters related to Value Added Tax (VAT) and Excise Tax, in order to support their compliance with applicable tax laws and procedures.	100%
<div> Tax Agent Specialist</div>	A transformational project that categorises tax agents according to the sectors registered with the authority and offers options for companies that wish to obtain tax agent services by choosing a tax agent specialist in the sector to which they belong.	100%





Transformational Projects Cycle 2 2023-2024

Transformational Project	About the project	Completion rate
<div> Issuance of Residency Tax Certificates</div>	A holistic redesign and substantial transformation of the Tax Residency Certificate issuance system, whereby the process will be automated, enhanced, and streamlined through automated data population, real-time verification of submitted information, and a reduction in the number of required documents. The upgraded system will also enable integration with the Federal Authority for Identity, Citizenship, Customs & Port Security to verify relevant data.	100%
<div> Maskan</div>	Maskan offers a unified platform (mobile application) that allows citizens to recover VAT on housing construction and enables suppliers to issue tax invoices through the application. By automating the service for the customer, Maskan reduces the burden on the applicant. Through the system, all tax invoices for expenses incurred by the citizen from suppliers are added, and records of these expenses are created to facilitate the verification process for refund purposes. The Housing Completion Certificate will be submitted through coordination with local authorities in each emirate and processed via the system, after which a refund request is automatically generated.	100%

Transformational Projects Cycle 3

Transformational Project	About the project	Completion
<div> Identifying and monitoring tax evasion patterns using artificial intelligence applications</div>	Launching a pioneering platform aimed at detecting and combating tax evasion and analysing taxpayer data for targeted audits through the use of Artificial Intelligence (AI) and Machine Learning (ML) applications in the tax system. Taxpayers will be automatically categorised into groups based on their classifications and financial behaviour, helping to develop customised strategies for each group to improve overall tax compliance.	2024 - 2025
<div> Development of the mechanism for the registration of excise goods</div>	<p>Development of an Excise Goods Registration Platform utilising Artificial Intelligence (AI) and advanced technologies to eliminate bureaucracy and reduce time and effort, with the aim of enhancing the user journey and creating a qualitative leap in the excise goods registration process.</p> <p>The platform facilitates excise goods registration for taxpayers through electronic integration with contributing entities, enabling automatic data flow to ensure accuracy and to support the 'ask-once' principle, which will contribute to enriching the data repositories.</p> <p>The platform will also enable uploading unique and distinguishing characteristics of imported products, in a standardised format, to verify the accuracy of goods-related information before approval and inclusion in the price list, thereby ensuring faster availability to users.</p>	2024 - 2025

Strategic Indicators

Strategic Objectives	Strategic Indicators
<div> Raising the efficiency of the tax system and easing the payment of taxes in the country</div>	<div><ul style="list-style-type: none">○ The percentage of tax revenues collected compared to expectations○ Overall Taxpayer Satisfaction Rate○ Percentage of the cost of collecting tax revenues</div>
<div> Enhancing tax compliance and minimizing tax evasion</div>	<div><ul style="list-style-type: none">○ The percentage of tax returns submitted within the specified time for submitting the returns○ The percentage of tax returns paid within the deadline for filing the returns○ The rate of taxpayer awareness of the tax system and procedures○ The percentage increase in tax revenues resulting from audit work activities</div>

Results of the Government Services Observatory 2024

Customer Pulse Score	87%
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